

Senior Services

City of Newton Performance Management
July 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide social work and advocacy services to seniors and their families to help them access resources					
		Number of seniors receiving case management	97	73	24
		% of requestors who receive assistance	100	95	5
		% of aid received within 30 days of request	100	95	5
2. Provide quality transportation services for seniors to important locations					
		Number of unique riders	252	250	2
		Total rides provided	1,601	1,600	1
		% of riders completely satisfied with timeliness with transportation service (semi-annually)	92	90	2
		% of riders completely satisfied overall with transportation service (semi-annually)	94	90	4
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.					
		Number of programs offered	47	45	2
		Number unique program participants	677	482	195
		Total program participants	1,294	1,200	94
		% of program attendees completely satisfied by Home Contractor Referral program	97	95	2

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency.

The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.

The Home Contractor Referral Program is a service funded in part by a grant from Springwell (our local elder service agency) that provides referrals to electricians, plumbers, and handymen services with the purpose of assisting residents 60 and over to maintain their homes. The contractors are vetted by the Department of Senior Services based on certain criteria: appropriate licensing, insurance coverage, positive customer references, absence of formal complaints filed with the Attorney General's Office. The goal of the program is to help people remain in Newton for as long as possible.